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**From:** Han, Linda (DPH)  
**Sent:** Friday, March 30, 2012 5:17 PM  
**To:** Normand, Michael (DPH)  
**Subject:** FW: Incident 863474 Created

Hi Mike:

As a follow up to this ticket-- this workstation will need to be hooked up to a barcode scanner, and it may also need installation of the drug lab software application. Julie is going to be out next week, so I'll be the one to follow up on this. If possible, it would be ideal to have this move done on Monday.

Thanks!

Linda

-----Original Message-----

From: Nassif, Julianne (DPH)  
Sent: Friday, March 30, 2012 4:13 PM  
To: Han, Linda (DPH)  
Subject: FW: Incident 863474 Created

-----Original Message-----

From: ServiceDesk v11 Notification [<mailto:NoReply@state.ma.us>]  
Sent: Friday, March 30, 2012 8:53 AM  
To: Nassif, Julianne (DPH)  
Subject: Incident 863474 Created

Incident 863474 Initial.

Assigned to:

Customer: Nassif, Julianne

Description: HSLI - VISIT - Please move PC workstation from Room 305 (rear) to 354, move barcode reader from 355 to 354 and configure for Drug laboratory use.

HSLI Tower Building.

This is a secure area please contact Elisabeth O'Brien 617.983.6622 to coordinate

Thanks.

Julianne Nassif

Director of Analytical Chemistry

William A. Hinton State Laboratory

Massachusetts Department of Public Health

305 South Street Boston, MA 02130

617.983.6651 (voice) 617.983.6662 (fax)

Customers, click on the following URL to view Incident:

<https://servicedesk.ehs.state.ma.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=13065323+USERNAME=dphfsh>

If you have any further questions please contact the Customer Service Center at: 617-660-5230

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.